



## WESTCOUNTRY SCHOOLS TRUST JOB DESCRIPTION



<b>Job Title:</b>	College Receptionist
<b>Location:</b>	Across the Trust (based at Ivybridge Community College currently)
<b>Grade/salary:</b>	Devon Legacy Pay Scales, (Grade C, SCP 5-7) £14,272 - £14,729 (annual, actual)
<b>Hours:</b>	23.5 Hours per week For support staff specify weeks 40 year
<b>Reports to:</b>	Senior Administrator
<b>Responsible for:</b>	Not applicable
<b>Key relationships:</b>	Central Administration Team, Head of Operations, PA to the Principal, Pastoral Leaders, Senior Leadership Team, Medical Team

### Job Purpose

The College Receptionist supports the effective operation of the trust and works to uphold and promote its vision and values.

The College Receptionist represents the public face of Ivybridge Community College. The Receptionist will often be the first person a parent or visitor sees, the first voice they hear over the telephone or the first message they receive via email. It is important that the post holder therefore conducts themselves in a professional and knowledgeable manner to give parents and visitors to the College a good first impression and that all enquiries coming into the College are dealt with effectively.

The post holder must have excellent communication skills, the ability to speak well and convey information clearly. They should also be a good listener and able to understand and respond to parents and visitor's needs.

### Duties and Responsibilities

1. At all times demonstrate and uphold WeST's core values, ensuring that behaviour, actions and decisions align with the principles that guide our work.
2. To undertake all the routines which serve as the first point of contact into the College.
3. Undertake everyday reception duties, answering routine telephone and face-to-face enquiries and signing visitors in and out.
4. Respond professionally to queries from parents/carers, students, visitors, and colleagues across all communication channels.
5. Sorting and distributing general enquiries that come into the College including the College emails.
6. Sorting and distributing the internal and external mail.

7. Cover Student Reception when required which involves the signing in and out procedures for students during the College day and notifying Attendance

### **Other responsibilities**

1. Handle all confidential correspondence with discretion and in line with the Trust and Colleges Data Protection protocols.
2. Use appropriate ICT packages as required, including school information systems such as CPOMS, ClassCharts and SIMS
3. Set up files and up-date where necessary.
4. Provide proactive support across the wider administration team.
5. Attend occasional out-of-school hour's functions as required.
6. To keep the reception area and surrounding office area clear of clutter, clean and tidy.
7. To maintain acceptable personal standards of professional dress and behaviour.
8. To be able to work efficiently under pressure, to be flexible and pro-active towards changes in day-to-day working arrangements and priorities which are liable to change at short notice.
9. Collection of work for students as requested by Pastoral Leads and senior staff.
10. Undertake any other duties of a similar level and responsibility as may be required, as directed by the line manager.

### **General**

1. Support across the general administration services of the College in the event of priority needs; drafting and reviewing correspondence as required.
2. Preparing and contributing to Trust wide development by sharing best practice and professional feedback.
3. Be aware of and support difference to help ensure everyone has equal access to the services of the College and feels valued, respecting their social, cultural, linguistic, religious and ethnic background.
4. Contribute to the College's ethos, aims and development/improvement plan.
5. Work as part of a team, appreciating and supporting the role of the other people in the team.
6. Attend and participate in meetings as required.
7. Undertake personal development through training and other learning activities, including performance management as required.

### **All roles include the following:**

1. To act in accordance with, and actively promote, all Trust policies, including Safeguarding, Health and Safety and Equality & Diversity.
2. To participate in Continuing Professional Development (CPD relevant to the role and to engage in Performance Development Reviews (PDRs).
3. Preparing and contributing to Trust wide development by sharing best practice and delivering/receiving professional feedback.
4. To retain confidentiality and maintain data and/or files in accordance with Trust policies for data governance, as appropriate for the role.

*This job description provides a general reflection of the main duties and responsibilities of the post at the date of production. You may be expected to take on other reasonable activities deemed to be within the character of the post to assist in efficient service delivery. The duties may change over time as requirements and circumstances evolve without changing the general character of the post or level of responsibility.*

**PERSON SPECIFICATION**

E = Essential, D = Desirable

<b>Method of Assessment</b> The table indicates the possible method/s by which the skills/knowledge/level of competence in each area will be assessed.	Essential or Desirable	Application Form	Interview (or other selection activity)
<b>VALUES-BASED BEHAVIOURS - It is important to us that your values align with ours:</b>			
<b>Compassion:</b>			
Recognising need in others and acting with positive intention to promote well-being and improve outcomes	E		X
<b>Aspiration:</b>			
Works to high expectations, modelling the delivery of high-quality outcomes	E		X
Showing passion, persistence and resilience in seeking creative solutions to strive for continuous improvement and excellence	E		X
<b>Integrity:</b>			
Acting always in the interests of children and young people,	E		X
Acting with a consistent and uncompromising adherence to strong moral and ethical principles	E		X
Communicating with transparency and respect, creating a working environment based on trust and honesty	E		X
<b>Collaboration:</b>			
Creating a shared vision and working effectively across boundaries in an equitable and inclusive way to skilfully influence and engage others	E		X
<b>QUALIFICATIONS:</b>			
Good general education with GCSE or equivalent in English and Mathematics	E	X	
Willing to undertake personal development through training and other learning activities	D	X	X
<b>EXPERIENCE:</b>			
Be ICT literate and able to use Microsoft Office packages with confidence.	E	X	
Proficient in using the internet, email and other databases as required.	E	X	
Accurate typing skills.	E	X	
Proficient in the use of mail merge	D	X	
Understanding of keeping Children Safe in Education and the wider safeguarding agenda.	D	X	X

<b>KNOWLEDGE, SKILLS AND ABILITIES:</b>			
Ability to work both under instruction and on own initiative.	<b>E</b>	<b>X</b>	<b>X</b>
A proactive and professional approach.	<b>E</b>	<b>X</b>	<b>X</b>
Excellent interpersonal and teamwork skills.	<b>E</b>	<b>X</b>	<b>X</b>
Strong communication skills in written and verbal formats.	<b>E</b>	<b>X</b>	<b>X</b>
Good organisational skills including the ability to prioritise.	<b>E</b>	<b>X</b>	<b>X</b>
Ability to maintain data input accuracy through frequent interruptions.	<b>E</b>	<b>X</b>	<b>X</b>
To respect and uphold confidentiality at all levels.	<b>E</b>	<b>X</b>	<b>X</b>
To be able to work efficiently under pressure	<b>E</b>	<b>X</b>	<b>X</b>
To be flexible and pro-active towards changes in day-to-day working arrangements	<b>E</b>	<b>X</b>	<b>X</b>
To convey a friendly and approachable outlook to others	<b>E</b>		<b>X</b>
<b>FURTHER REQUIREMENTS:</b>			
Professional demeanour and appearance	E		X
Flexible and adaptable approach to work	E		X
Commitment to safeguarding and child protection	E		X
Positive attitude and solution-focused mindset	E		X
Ability to remain calm under pressure	E		X